

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM WITH COMPLIANCE TRACKING CAPABILITIES

ABSTRACT OF THE INVENTION

A customer relationship management (CRM) system and method accessible via a network. The system comprises: a user interface that provides distributed access for customers and support providers to case information within the CRM system; a case management system for managing customer cases, wherein the case management system includes a system for assigning cases to different tiers within a support provider hierarchy; and a compliance tracking system that determines customer compliance and provides a compliance indicator on customer case management pages.